THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA): (a) and (b) The Family Welfare Programme in India is voluntary and non-coercive in nature. It aims at ensuring that access to increased health and other facilities are provided alongwith accurate information and counselling; which together will enable a couple to adopt an appropriate family planning method, according to their choice and without any compulsion. This endeavour will emphasize the positive consequences of smaller sized families for improving the quality of lives that particularly women and children will lead.

Government has adopted the National Population Policy, 2000 which stipulates three objectives.

The immediate objective of the National Population Policy is to address the unmet needs of contraception, health infrastructure, health personnel and to provide integrated service delivery for basic reproductive and child health care. The medium term objectives is to bring the total fertility rates to replacement level by 2010, through vigorous implementation of inter sectoral operational strategies. The long term objective is to achieve a stable population by 2045, at a level consistent with the requirements of sustainable economic growth, social development and environmental protection.

It lists national socio-demographic goals to be achieved by 2010. It also enumerates 12 strategic themes with an action plan for each, as well as 16 promotional and motivational measures.

(c) There is no proposal at present to exclude men/women who have more than two children from securing a Government job. As regards the banning of persons who have more than two children from contesting elections, from Panchayats to Parliament, a Bill is pending before the Rajya Sabha. The Bill is yet to be passed because there is no political consensus in favour of the Bill as recommended by the Parliamentary Standing Committee on Human Resource Development.

Complaints against Doctors/Staff in CGHS

2313. SHRI BRATIN SENGUPTA: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether due to some reasons patients/beneficiaries do not make complaints against the doctors/staff working in Government hospitals, particularly in CGHS Dispensaries;

(b) if so, how such complaints are entertained and the manner in which these complaints are disposed off;

(c) whether Government propose to put such complaints and action taken thereon on the notice boards in the dispensaries/ hospitals for the satisfaction of the patients; and

(d) if so, the details of steps proposed to be taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA): (a) and (b) Government does receive some complaints against the doctors/staff working in CGHS Dispensaries, Complaint boxes/registers are maintained at the dispensaries. In addition there is an elaborate mechanism to dispose of the complaints at the level of the dispensary, concerned CGHS zone/unit and at the Headquarters.

In the Dte. GHS, 44 complaints were received during the last 3 years. Arrangements already exists to deal with public grievances in the Central Govt. hospitals in Delhi each of which has a Grievance Redress Officer to take action on the complaints received from the public and a report is periodically submitted to the Medical Superintendent on the action taken. The Medical Superintendent has adequate power to relax rules for redressing the hardships in individual cases relating to admission in the hospital, indoor and outdoor services, diet, cleanliness and behaviour of doctors/para-medical staff, etc. Adequate publicity about the availability of Grievance Redress Officer is given and complaint boxes are provided in the prominent places in the hospitals.

(c) and (d) There is no proposal to put the complaints and action taken thereon on the notice boards in the dispensaries/hospitals as action taken on the complaints is duly intimated to the complainants.

Saving Delhi from Dengue

†2314. SHRIMATI SAROJ DUBEY: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether it is a fact that according to a report of the Directorate of Anti Malaria Programme, Adies mosquitoes of fatal Dengue are growing in Delhi;

(b) if so, whether Government are going to take any effective steps to save Delhi from the grip of Dengue;

---

†Original notice of the Question was received in Hindi.